



The City of West Allis Police Department Communications Center

Informational Session for Dispatching Careers

The City of West Allis Police Department will host a Dispatcher Informational Session for individuals interested in pursuing a career as either a full-time or part-time Police and Fire Dispatcher. The informational session will take place in the West Allis Municipal Courtroom located at 11301 W. Lincoln Avenue, West Allis, WI 53227, on Thursday, September 22, 2016, at 7:00 PM. The session will last until approximately 8:15 PM.

The City of West Allis is an Equal Opportunity Employer



POLICE AND FIRE COMMISSION
CITY OF WEST ALLIS
WEST ALLIS, WISCONSIN 53227



POLICE/FIRE DISPATCHER

JOB SUMMARY: Under direct supervision this is work of considerable difficulty, with responsibility for receiving telephone requests for the Police and Fire Departments and dispatching emergency and non-emergency personnel.

NATURE OF WORK: An employee in this classification is responsible for receiving and dispatching recorded emergency and non-emergency requests for police and fire services. Dispatchers handle basic public inquiries, operate police/fire radio communications equipment, and all automated telecommunication equipment. Work is reviewed by a supervisor to ensure accuracy and conformance to policy. Dispatchers must be available to work evenings, weekends, holidays and long and odd hours when required. Regular, prompt and predictable attendance is an essential function of this classification.

TYPICAL DUTIES INCLUDE BUT ARE NOT LIMITED TO: answer incoming telephone calls and assess circumstances; gather information; advise callers; perform emergency medical dispatching; prioritize and dispatch police and fire personnel to required locations; accurately relay information utilizing police/fire radio communications equipment to public safety personnel; maintain composure under stressful situations while monitoring multiple conversations and performing multiple tasks; operate telecommunications computer and automated office equipment; monitor jail and other closed circuit surveillance equipment; type various reports and updates; continually inspect work area for proper equipment operations and promptly notify supervisor of any malfunctions; provide truthful and accurate written and verbal communications; maintain the ability to competently and credibly testify in court; perform other duties and tasks as assigned.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of grammar, spelling and punctuation; thorough knowledge of modern office procedures, practices and equipment; considerable knowledge of regulations, procedures and services of the public safety departments; ability to deal effectively, courteously, professionally and tactfully with co-workers and the public; ability to maintain confidentiality of all City and department related matters; ability to accurately maintain records; ability to maintain a business-like appearance in the Communication's Center, including minor housekeeping duties; ability to work independently and cooperatively as part of a team; ability to promptly learn and comply with policies, procedures, orders, rules, and directives; ability to promptly acquire proficiency in the operation of telephone, computer, teletype and other systems and equipment utilized in the performance of this position.

MINIMUM REQUIREMENTS:

- Eighteen (18) years of age and a high school graduate/equivalent.
- Good moral character as determined by thorough background investigation.
- Ability to keyboard at 35 wpm.
- Competent in the use of an office computer including, but not limited to, Microsoft Office Suite (Windows, Word, Excel, Outlook, Calendaring), etc.

PHYSICAL REQUIREMENTS: Possess clear and impediment-free speech; possess uncorrected/corrected vision necessary to operate/read all CRT monitors, printers, facsimile transmissions, and other documents, records, etc., associated with the clerical and dispatching functions of the Department under normal, urgent or emergency conditions; possess the necessary hearing ability to monitor telephones, radio transmissions and scanner receptions, and conversations simultaneously.

-continued-

Possess the physical capacity to perform the duties of the position including, but not limited to, continuous sitting; occasional walking and stooping; frequent standing; occasional lifting, carrying, pushing/pulling objects or materials up to 10 lbs.; ability to continuously bend, kneel, twist, crouch, feel, etc., ability to focus for long periods of time while working on a computer; have sufficient dexterity to handle, grasp and operate office equipment, radio and telecommunications, and telephone systems; ability to file, type, write, etc.; ability to withstand loud noises such as alarms, sirens, and air horns.

Reference Chart:

ACTIVITY FREQUENCIES	
Continuous	67 – 100% of workday
Frequent	34 – 66% of workday
Occasionally	1 - 33% of workday

2016 SALARY (*compensation study in progress):

Part-Time Dispatcher in Training: *Resident* hourly rate is \$12.00; *Perimeter* hourly rate is \$11.76.

Dispatcher (Part-Time): *West Allis Resident* hourly rate range is \$17.47 to \$20.55 dependent upon qualifications and experience. *Non-West Allis Resident* hourly rate range is \$17.14 to \$20.15 dependent upon qualifications and experience.

Dispatcher (Full-Time): *Resident* hourly rate range is \$19.92 to \$22.61 dependent upon qualifications and experience. *Perimeter* hourly rate range is \$19.57 to \$22.16 dependent upon qualifications and experience.

BENEFITS for REGULAR FULL-TIME EMPLOYEES: Benefits include vacation accrual upon date of hire based on the vacation schedule; a sickness disability accrual benefit plan; 104 holiday hours which can be taken as pay or time off; eligibility for health insurance the first of the month following thirty (30) days of service with choice of a PPO Plan or High Deductible Health Plan (with optional participation in a Health Savings Account) – both plans are contributory and cover the employee and his/her family; fully paid dental insurance covering the employee and his/her family, with eligibility the first of the month following six (6) months of service; a dual pension system comprised of the Wisconsin Retirement Fund** and Federal Social Security (both of which are contributory); a fully paid life insurance program** with coverage in the amount of the employee's annual salary adjusted to the next highest one thousand dollars, with the option for additional coverage; an educational reimbursement plan for the pursuit of job related courses; and voluntary benefit programs consisting of Section 125: Flexible Benefits for Dependent Care and Medical Reimbursement, Section 457: Deferred Compensation, TreasuryDirect Payroll Savings Plan for Savings Bonds, Employee Assistance Program (EAP), and Employee Wellness Program.

*The Wisconsin Retirement Fund and Life Insurance Program benefits are provided according to plan guidelines of the State of Wisconsin Department of Employee Trust Funds.

SELECTION PROCESS: The first step in the selection process will be a review and evaluation of application materials to identify those candidates who appear to be better qualified in terms of training and experience as these relate to the duties and requirements of the position. To facilitate an accurate evaluation, applicants are encouraged to include, in or with their applications, clear and specific details about their qualifications. A representative number of applicants will be invited to a keyboarding exam (PASS/FAIL) at 35 wpm. Only those applicants who pass the keyboarding exam will be further evaluated in a Dispatcher/Calltaker/Telecommunicator written assessment. Individuals passing both phases of the examination will be further evaluated in an interview. An eligibility list will be established for individuals who have successfully passed all phases of the selection process.

POST OFFER DRUG SCREEN/BACKGROUND INVESTIGATION: Persons offered employment will be required to pass an extensive background investigation and drug test as a condition of employment.

PROBATIONARY PERIOD/AT-WILL EMPLOYMENT: Persons offered employment are subject to a 12-month probationary period; however, the City of West Allis is an at-will employer and therefore employment may be terminated at any time for any reason.

HOW TO APPLY: Application forms, available online at www.westalliswi.gov/jobs or from Human Resources, Room 133, City Hall, 7525 West Greenfield Avenue, West Allis, Wisconsin, 53214, must be completed and received by the Human Resources Department NO LATER THAN **5:00 P.M. FRIDAY, OCTOBER 7, 2016.**

Please note: A job interest card may not be substituted for the application form. Visit our website at www.westalliswi.gov for further information on the City of West Allis.

The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status in the admission or access to, or treatment or employment in, its services, programs or activities.

Upon reasonable notice the City will furnish appropriate auxiliary aids and services when necessary to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of a service, program or activity provided by the City.

It is the policy of the City of West Allis to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits.



APPLICATION FORM

ATTENTION APPLICANTS - PLEASE READ

Following are important points to know about the City of West Allis application process:

1. **Applications must be completed in full.** Applications not completed in full may be subject to disqualification.
2. A completed application form is required. You may supplement the application form with a resume; however, providing a resume does not exclude you from completing the application form in full.
3. It is to your advantage to be clear and thorough when completing the application, as it is the only means the City has of reviewing your qualifications for employment. We cannot assume more than what you tell us.
4. If you faxed or emailed your application, you still need to mail in or drop off the original in order to be considered for employment.
5. After all the applications are reviewed, the most qualified candidates will be invited to participate in other phases of the hiring process. All applicants are evaluated on job-related factors only.
6. If you will be unavailable (e.g., out of town) within the next 90 days, please indicate the dates you will not be available on the front section of the application form. Dates of unavailability will be reviewed to determine if any accommodations are feasible.
7. It is the policy of the City of West Allis to provide reasonable accommodations for qualified individuals with disabilities who are applicants for employment. If you are a qualified individual with a disability and need a reasonable accommodation in the testing or interview phase of our hiring process, please contact the Human Resources Department at (414) 302-8270 or e-mail jbarwick@westalliswi.gov at least 72 hours (i.e., three (3) work days) in advance. Each request for accommodation will be reviewed on a case-by-case basis and accommodated unless it is determined to be unreasonable.
8. If you are having problems completing the application form or have any questions or concerns, contact the Human Resources Department.

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(APPLICANT MAY RETAIN THIS PAGE)

TEAR HERE

TEAR HERE

TEAR HERE



Human Resources Department
7525 West Greenfield Avenue
West Allis, Wisconsin 53214

Exam No. 31-16 (R)

Telephone: 414-302-8270
Fax: 414-302-8275
www.westalliswi.gov

City of West Allis
An Equal Opportunity Employer

APPLICATION FOR EMPLOYMENT

IMPORTANT: READ THE INSTRUCTIONS CAREFULLY BEFORE FILLING OUT YOUR APPLICATION. EXCEPT WHERE NOTED, ALL REQUESTED INFORMATION MUST BE FURNISHED. THE INFORMATION YOU GIVE WILL BE USED TO DETERMINE YOUR QUALIFICATIONS FOR EMPLOYMENT. PLEASE TYPE OR PRINT.

Dates of unavailability (If you are planning to be out-of-town within the next 90 days, please indicate the dates you will not be available):

Position applied for _____

Name _____
(LAST) (FIRST) (MIDDLE)

Social Security Number _____

Other names under which you have been legally known _____

Address _____
(STREET) (CITY) (STATE) (ZIP)

Phone Number: Home _____ Cell _____

E-Mail Address _____

Are you at least 18 years old? ☐ Yes ☐ No

Do you have the legal right to live and work in the United States? ☐ Yes ☐ No

Do you wish to have the information contained in your application materials remain confidential as permitted by law? ☐ Yes ☐ No

If the job requires use of a motor vehicle, do you have a valid Wisconsin Driver's License? ☐ Yes ☐ No

If the job requires use of a Commercial Driver's License (CDL), do you have a valid CDL? ☐ Yes ☐ No

List CDL classification(s) and/or endorsement(s) _____

MILITARY SERVICE:

Have you ever served in the U.S. Armed Forces, National Guard or Military Reserves? ☐ Yes ☐ No

Dates of Duty: From / / To / /
MM / DD / YYYY MM / DD / YYYY

To receive credit for veteran's preference points, you will be required to provide a copy of your DD Form 214 upon request.

EDUCATION AND TRAINING:

<p>Do you have a High School Diploma?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Do you have a GED?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p><u>If no</u> High School Diploma or GED, indicate the highest grade or year completed (6, 7, 8, 9, 10, 11, 12):</p>
<p>Name of High School:</p> <hr/>	<p>From Where:</p> <hr/>	<p>From Where:</p> <hr/>
<p>City/State:</p> <hr/>	<p>City/State:</p> <hr/>	<p>City/State:</p> <hr/>

Training Beyond High School (Technical College, College, University, or other schools you have attended)

Name and Location	Graduated	Degree Conferred	Major
	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	<input type="checkbox"/> Yes <input type="checkbox"/> No		

List any other education, training, license(s) and/or certificate(s) – be specific and include dates:

WORK HISTORY:

GIVE A COMPLETE RECORD OF ANY EMPLOYMENT, SELF-EMPLOYMENT, MILITARY SERVICE AND/OR VOLUNTEER WORK YOU HAVE HAD IN THE PAST 10 YEARS. Start with your current or most recent job. Indicate any change in job title under the same employer as a separate position. You may include positions beyond the 10-year period if they are related to the position for which you are applying. Although resumes are welcome, they may not be substituted for the information requested below.

PRESENT OR MOST RECENT EMPLOYER	ADDRESS OF BUSINESS (STREET AND CITY)	KIND OF BUSINESS
YOUR TITLE	REASONS FOR LEAVING	NAME, TITLE & PHONE NO. OF SUPERVISOR
YOUR DUTIES		FROM (MO. & YR.) TO (MO. & YR.)
		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (_____HRS. PER _____)
		ACTUAL HOURLY RATE/SALARY STARTING ENDING
		\$ _____ PER _____ \$ _____ PER _____

EMPLOYER	ADDRESS OF BUSINESS (STREET AND CITY)	KIND OF BUSINESS	
YOUR TITLE	REASONS FOR LEAVING	NAME, TITLE & PHONE NO. OF SUPERVISOR	
YOUR DUTIES		FROM (MO. & YR.)	TO (MO. & YR.)
		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (_____ HRS. PER _____)	
		ACTUAL HOURLY RATE/SALARY STARTING ENDING	
		\$ _____ PER _____ \$ _____ PER _____	
EMPLOYER	ADDRESS OF BUSINESS (STREET AND CITY)	KIND OF BUSINESS	
YOUR TITLE	REASONS FOR LEAVING	NAME, TITLE & PHONE NO. OF SUPERVISOR	
YOUR DUTIES		FROM (MO. & YR.)	TO (MO. & YR.)
		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (_____ HRS. PER _____)	
		ACTUAL HOURLY RATE/SALARY STARTING ENDING	
		\$ _____ PER _____ \$ _____ PER _____	
EMPLOYER	ADDRESS OF BUSINESS (STREET AND CITY)	KIND OF BUSINESS	
YOUR TITLE	REASONS FOR LEAVING	NAME, TITLE & PHONE NO. OF SUPERVISOR	
YOUR DUTIES		FROM (MO. & YR.)	TO (MO. & YR.)
		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (_____ HRS. PER _____)	
		ACTUAL HOURLY RATE/SALARY STARTING ENDING	
		\$ _____ PER _____ \$ _____ PER _____	
EMPLOYER	ADDRESS OF BUSINESS (STREET AND CITY)	KIND OF BUSINESS	
YOUR TITLE	REASONS FOR LEAVING	NAME, TITLE & PHONE NO. OF SUPERVISOR	
YOUR DUTIES		FROM (MO. & YR.)	TO (MO. & YR.)
		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (_____ HRS. PER _____)	
		ACTUAL HOURLY RATE/SALARY STARTING ENDING	
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YOUR TITLE	REASONS FOR LEAVING	NAME, TITLE & PHONE NO. OF SUPERVISOR	
YOUR DUTIES		FROM (MO. & YR.)	TO (MO. & YR.)
		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (_____ HRS. PER _____)	
		ACTUAL HOURLY RATE/SALARY STARTING ENDING	
		\$ _____ PER _____ \$ _____ PER _____	
Use a separate sheet to continue with any additional qualifying employment data, using same format as above.			

List any equipment, machines, tools, or computer software you are skilled in using:

Comments: _____



ADDITIONAL INFORMATION

This form **MUST** be returned with your application materials.

The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status.

To help us comply with Federal/State Equal Employment Opportunity record keeping and other legal requirements, please answer the questions below.

Position applied for _____ Social Security Number _____

Name _____
(LAST) (FIRST) (MIDDLE)

COMPLETION OF THIS PART OF THE FORM IS VOLUNTARY. The information you provide will not be used in the decision to hire. If you choose not to complete this section, proceed to the bottom of the form for your signature and date.

Sex: ☐ Male ☐ Female Birthdate ____/____/____ Age ____
MM / DD / YYYY

Veteran Status: ☐ Veteran ☐ Non-Veteran ☐ Disabled Veteran, Disability Rating _____%

Ethnic Group:

- ☐ **Hispanic or Latino** – A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish Culture or origin, regardless of race.
- ☐ **White (Not Hispanic or Latino)** – A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
- ☐ **Black or African American (Not Hispanic or Latino)** – A person having origins in any of the black racial groups of Africa.
- ☐ **Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)** – A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- ☐ **Asian (Not Hispanic or Latino)** – A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- ☐ **American Indian or Alaskan Native (Not Hispanic or Latino)** – A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- ☐ **Two or More Races (Not Hispanic or Latino)** – All persons who identify with more than one of the above five races.

Do you consider yourself to be disabled? ☐ Yes ☐ No

[A disabled individual is: any person who has a physical or mental impairment which substantially limits one or more of such person's major life activities, or has a record of such impairment or is regarded as having such impairment. Major life activities which might be substantially limited by such impairment include: walking, talking, or otherwise communicating, self-care, socialization, work training, employment, transportation or adaptation to housing (these are examples only).]

If yes, what is the disabling condition? _____

What limitations does this condition impose on major life activities? _____

How did you hear about this job? (Please specify where applicable.)

- | | | |
|---|---|--|
| <input type="checkbox"/> Milwaukee Journal/Sentinel | <input type="checkbox"/> Job Service | <input type="checkbox"/> School _____ |
| <input type="checkbox"/> Spanish Journal | <input type="checkbox"/> City Cable Channel | <input type="checkbox"/> Community/Minority Organization _____ |
| <input type="checkbox"/> City Website | <input type="checkbox"/> Bulletin Board/Walk-In | <input type="checkbox"/> Social Media Source _____ |
| <input type="checkbox"/> Interest Card/E-Notify Me | <input type="checkbox"/> Employee | <input type="checkbox"/> Other Website _____ |
| <input type="checkbox"/> Job Hotline | <input type="checkbox"/> Word of Mouth | <input type="checkbox"/> Other _____ |

The above-completed information is true to the best of my knowledge:

(DATE)

(SIGNATURE)